

TIPS AND INFORMATION



**Payment Options**

The *Disneyland*® Resort accepts *Disney*® Visa® Card, *Disney* Rewards Redemption Card, *Disney* Gift Card, Visa®, Mastercard®, Discover®, American Express®, Diners Club®, JCB®, travelers checks, and cash.

We accept contactless payments.

**Be Green!** Recycling containers throughout the parks now accept plastic, paper, cans & glass.

**Package Check Service**

Shop and check your purchases for pickup later in the day at Elias & Co. (Buena Vista Street). Certain restrictions apply.

Look for the Plant-based symbol at various locations featuring food items made without animal meat, dairy, eggs or honey.

**Sundries** Available at Elias & Co. on Buena Vista Street.

PARK RULES

Please comply with park rules, signs and instructions, including but not limited to:

- All persons, and bags, and other items are subject to screening.
- Proper attire is required. Costumes may not be worn by Guests 14 years of age or older.
- No smoking, including vaping, allowed in the Theme Parks and Downtown Disney. Designated smoking areas are located outside the screening areas.
- Disney reserves the right to require a Guest to leave if they are
  - Using profanity or offensive language towards our Cast Members or other Guests.
  - Violating any other Park Rules.
- The following are strictly prohibited:
  - Firearms, ammunition, knives and weapons, or objects that appear to be weapons
  - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
  - Strollers larger than 31” x 52” and any types of wagons
  - Pets or other animals, except service animals (i.e., dogs and miniature horses)

Additional details and a complete listing of park rules are available for viewing at [Disneyland.com/Rules](https://www.disneyland.com/Rules) or at Guest Relations.

For more information, visit Guest Relations located at Chamber of Commerce. *(See map inside)*

**Specialty Lighting Effects/Photosensitivity** lighting and other visual effects are used extensively throughout *Disney California Adventure* Park. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

**Magnetic Fields** Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the Resort. These fields are generally no greater than you would experience in any urban environment or may be exposed to through common household appliances such as vacuum cleaners and hair dryers

**Special Effects** Special effects, including theatrical smokes, fog, snow and bubbles are used at select *Disney California Adventure* Park attractions shows and special events. All Special Effects are produced using products that have been proven to be safe in these applications.

NOTE: NOTE: If you or a member of your party have questions regarding the above, you may speak with a Guest Relations Cast member for details.

**Special Considerations for Attractions**

**SAFETY:** Please abide by all safety warnings and notices.

Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.

For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children.

All loose articles, such as mobile phones, hats/sunglasses, and water bottles, should be securely stowed while riding

or left with a non-riding member of your party. Items lost while riding attractions may not be immediately retrievable. For your safety, do not attempt to retrieve lost articles in any area. Please see Cast Member for assistance.

**Physical considerations on designated attractions:**

**▲ WARNING!** For safety, you should be in good health and free from high blood pressure, heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride.

ACCESSIBILITY AND MOBILITY

**Restrooms and Companion Restrooms**  
*Restrooms at the Theme Parks, designated by ♿, offer facilities designed for access by Guests with mobility disabilities. Companion-assisted restroom facilities, designated by ♿👤, are also available at various locations in each Theme Park. Theme Park First Aid locations, designated by 🏥, have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs. Companion Restrooms are located at:*

- Buena Vista Street - First Aid
- Cars Land - Flo's V8 Café
- Avengers Campus - near Pym Test Kitchen
- Paradise Gardens Park – Across from The Little Mermaid–Ariel's Undersea Adventure
- Pacific Wharf - Baby Care Center

**Mobility Devices** *Guests with mobility devices can enter through the standard queue and may remain with their mobility device until boarding. Please see the Attraction Greeter for additional details and assistance.*

**Dining and Shopping Locations**  
*Some counter-service and merchandise locations have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for assistance.*

**Accessible Transportation**  
*Please check with a Cast Member on options for Guests in wheelchairs or ECVs:*

**Buses** *can accommodate various types of wheelchairs and ECVs. The standard lift size is 30" x 48". The wheelchair or ECV must fit the lift without being forced and be securely fastened in the restraints. We recommend that Guests using ECVs transfer to a bus seat while onboard.*

**Disney Check** *Look for this symbol at various locations on kids’ meals and other items that meet Disney Nutrition Guidelines. Visit [www.DisneyCheck.com](https://www.DisneyCheck.com) for more information.*

**Special Dietary Requests** *We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon arrival at the restaurant.*

BEYOND DISNEY CALIFORNIA ADVENTURE® PARK

**Hotels/Reservations** *Disneyland® Hotels offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms, bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Hotels, please call the Walt Disney Travel Company at 714-956-MICKEY.*

*Accessibility information and accommodations for the following locations:*

- **Disneyland® Park** *Guest Services locations*
- **Recreation and Activities** *Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member at the location.*

**GUIDE FOR GUESTS WITH DISABILITIES**

Enhance your *Disneyland*® Resort visit!  
Get the *Disneyland*® app at [disneyland.com/maps](https://disneyland.com/maps).

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	MOBILITY Disabilities	VISUAL Disabilities	HEARING Disabilities
Guest Amenities Available for Rent or Deposit	<p><i>Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent. Available on a first-come, first-served basis.</i></p> <p><b>Electric Conveyance Vehicles (ECVs)</b> <i>Limited number available on a first-come, first-served basis at the rental location.</i></p> <p><i>Must be 18 years of age or older to rent ECVs.</i></p> <p><i>RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis.</i></p> <p><i>Rental fee and refundable deposit required.</i></p>	<p><b>Braille Guides</b> <i>Printed in Braille and large print text to provide an overview of the Theme Park.</i></p> <p><b>Audio Description</b> <i>Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.</i></p> <p><b>Portable Tactile Maps</b> <i>Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format.</i></p> <p><i>Amenities available for \$25 refundable deposit.</i></p>	<p><b>Assistive Listening</b> <i>Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.</i></p> <p><b>Handheld Captioning</b> <i>Utilizes Disney's Handheld Device to display text at select attractions.</i></p> <p><b>Video Captioning</b> <i>Caption-ready monitors designated with a "CC" symbol</i></p> <p><i>Amenities available for \$25 refundable deposit.</i></p>
Rental Locations	<p><i>Disneyland® Resort Stroller Shop located in the main entrance plaza to the right of the Disneyland® Main Entrance.</i></p>	<p><b>Guest Relations</b> <i>Visit Guest Relations at Chamber of Commerce.</i></p>	<p><b>Guest Relations</b> <i>Visit Guest Relations at Chamber of Commerce.</i></p>
Complimentary Amenities and Services for use at the Park	<p><b>Companion Restrooms</b> <i>See map inside for locations indicated with ♿👤 and a list can be found under Accessibility and Mobility section on the cover.</i></p>	<p><b>Stationary Braille Maps</b> <i>Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located next to Oswald's Filling Station on Buena Vista Street and near the Guest Information Board in Carthay Circle.</i></p>	<p><b>Written Aids</b> <i>Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.</i></p>
More Options	<p><b>Transfers</b> <i>Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.</i></p> <p><b>Portable seat cushions</b> <i>Permitted at select attractions and experiences. See Attractions greeter for details.</i></p>	<p><i>Braille Guides available at Droid Depot in Star Wars Galaxy's Edge and Bibbidi Bobbidi Boutique in Fantasyland. See a Cast member at the location for details.</i></p> <p><i>For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade &amp; show times and details about restaurant menus, by calling 407-827-7935.</i></p>	<p><i>Cast Members with basic abilities in American Sign Language can be identified with the appropriate language pin on their nametag.</i></p> <p><b>American Sign Language (ASL)</b> </p> <p><i>The ASL Schedule starts in one park in the morning and moves to the other park in the afternoon Friday through Monday. Exact schedule times vary to help provide a variety of offerings in each park. Schedule available at any Guest Relations location or the Disneyland App.</i></p> <p><i>If visiting on a non-designated day, ASL interpretation for a limited number of regularly-scheduled offerings may be available with at least 14 days advance notice email <a href="mailto:DLRAccessibilityServices@Disney.com">DLRAccessibilityServices@Disney.com</a>.</i></p>
Safety in the Park	<p><b>Mobility Scooters/ECVs</b> <i>Please keep your speed to the walking speed of those around you.</i></p> <p><i>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.</i></p> <p><i>Park your device in safe locations clear from walkways and stairs.</i></p> <p><b>Evacuation</b> <i>In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.</i></p>	<div><div><b>SERVICE ANIMALS</b></div><div><p><i>Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability, must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of service animals.</i></p><p><b>Service Animal Restrictions</b> <i>Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options, including a rider switch with a member of your party or a portable kennel.</i></p><ul style="list-style-type: none"><li>• Incredicoaster</li><li>• Goofy's Sky School</li><li>• Grizzly River Run</li><li>• Jumpin' Jellyfish</li><li>• Luigi's Joy to the World</li><li>• Mater's Jingle Jamboree</li><li>• Radiator Springs Racers</li></ul></div><div><p><b>Service Animal Relief Areas</b> </p><ul style="list-style-type: none"><li>• Silly Symphony Swings</li><li>• Soarin'</li><li>• Guardians of the Galaxy – Mission: BREAKOUT!</li></ul><ul style="list-style-type: none"><li>• Able to use any planter with a gate</li><li>• Grizzly Peak: Grizzly River Run area (1) near "Grizzly Peak Pass" sign (2) near restrooms across from airplane</li><li>• Paradise Gardens Park: Access gate between Seaside Souvenirs &amp; The Little Mermaid–Ariel's Undersea Adventure extended queue</li><li>• Cars Land: Across from Luigi's Joy to the World</li><li>• Main Entrance: Esplanade near the Stroller Shop</li></ul></div></div>	

**COGNITIVE DISABILITIES RESOURCES**

*For additional information about services for Guests with Cognitive Disabilities, please scan the below QR codes or visit a Guest Relations location.*

Guide for Guests with Cognitive Disabilities

Attraction Details for Guests with Cognitive Disabilities

**Disney's Wild About Safety** ©Disney

**Safety Tip:** No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the yellow line.

Please contact a Cast Member for information and assistance.



BUENA VISTA STREET

Attractions

1 Red Car Trolley *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available.

Disney Dining

A Mortimers Market *hosted by Cuties®.*

B Clarabelle's Hand-Scooped Ice Cream *hosted by Dreyer's®.*

C Fiddler, Fifer & Practical Cafe

D Carthay Circle Restaurant

E Carthay Circle Lounge-Alfresco Dining

HOLLYWOOD LAND

Attractions

2 Disney Junior Dance Party *Mobility Access:* Enter through standard queue.

3 Mickey's PhilharMagic *Mobility Access:* Enter through standard queue.

Disney Animation *Mobility Access:* Enter through standard queue.

4 Turtle Talk with Crush

5 Sorcerer's Workshop

6 Animation Academy (Shows every 30 minutes; last show begins 30 minutes before park closing)

7 Monsters, Inc. Mike & Sulley to the Rescue! *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available. Lightning Lane available for selection with Disney Genie+ only.

Disney Dining

F Award Wieners

G Schmoozies!

H Fairfax Market

I Hollywood Lounge

J Studio Catering Co. *hosted by Coca-Cola®.*

AVENGERS CAMPUS

Attractions

8 Guardians of the Galaxy - Mission: BREAKOUT! (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue.

9 WEB SLINGERS: A Spider-Man Adventure *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available. Lightning Lane available for selection with Disney Genie+ only.

AVENGERS CAMPUS

Disney Dining

K Terran Treats

L Pym Tasting Lab

M Pym Test Kitchen featuring IMPOSSIBLE™.

N Shawarma Palace

CARS LAND

Attractions

10 Mater's Jingle Jamboree (Minimum height 32"/81 cm) *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

11 Luigi's Joy to the World presented by Enterprise®. (Minimum height 32"/81 cm). *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

12 Radiator Springs Racers (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue. Separate loading area available. Lighting Lane available for a la carte purchase only.

Disney Dining

O Cozy Cone Motel

P Flo's V8 Cafe

Q Fillmore's Taste-In

SAN FRANSOKYO SQUARE

Attractions

13 The Bakery Tour *hosted by Boudin Bakery. Mobility Access:* Enter through standard queue.

Disney Dining

R Ghirardelli® Soda Fountain and Chocolate Shop

S Lucky Fortune Cookery

T Aunt Cass Café

U Rita's Turbine Blenders

V Cocina Cucamonga Mexican Grill

W Port of San Fransokyo Cerveceria

X Cappuccino Cart presented by Joffrey's Coffee and Tea Company®

PERFORMANCE CORRIDOR

Disney Dining

Y Magic Key Terrace

Z Mendocino Terrace

AA Wine Country Trattoria

BB Sonoma Terrace

PIXAR PIER

Attractions

14 Incredicoaster (Minimum height 48"/122 cm) *Mobility Access:* Enter through standard queue. Transfer access vehicle available. Handheld Captioning available in queue only. Lightning Lane available for selection with Disney Genie+ only.

15 Jessie's Critter Carousel *Mobility Access:* Enter through access queue. Wheelchair accessible bench available.

16 Toy Story Midway Mania! *Mobility Access:* Enter through standard queue. Separate loading area and Wheelchair accessible vehicle available. Lightning Lane available for selection with Disney Genie+ only.

17 Games of Pixar Pier

18 Pixar Pal-A-Round *Mobility Access:* Enter standard queue for swinging gondolas. For non-swinging gondolas, enter through exit. Wheelchair accessible vehicle available.

19 Inside Out Emotional Whirlwind *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

Disney Dining

CC Lamplight Lounge

DD Lamplight Lounge Boardwalk Dining

EE Adorable Snowman Frosted Treats

FF Jack-Jack Cookie Num Nums

GG Poultry Palace

HH Señor Buzz Churros

II Angry Dogs

AVENGERS CAMPUS

Attractions

10 Mater's Jingle Jamboree (Minimum height 32"/81 cm) *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

11 Luigi's Joy to the World presented by Enterprise®. (Minimum height 32"/81 cm). *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

12 Radiator Springs Racers (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue. Separate loading area available. Lighting Lane available for a la carte purchase only.

Disney Dining

O Cozy Cone Motel

P Flo's V8 Cafe

Q Fillmore's Taste-In

PARADISE GARDENS PARK

Attractions

20 Silly Symphony Swings (Minimum height 40"/102 cm) *Mobility Access:* Enter through entrance to the RIGHT of standard queue. Take elevator to second level.

21 Goofy's Sky School (Minimum height 42"/107 cm) *Mobility Access:* Enter through standard queue. Lightning Lane available for selection with Disney Genie+ only.

22 Jumpin' Jellyfish (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue.

23 Golden Zephyr *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

24 The Little Mermaid ~ Ariel's Undersea Adventure *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available.

Disney Dining

JJ Bayside Brews

KK Boardwalk Pizza & Pasta

LL Paradise Garden Grill

MM Corn Dog Castle

GRIZZLY PEAK

Attractions

25 Redwood Creek Challenge Trail *Mobility Access:* Enter through standard queue. The Challenge Trail map indicates accessible routes.

26 Grizzly River Run (Minimum height 42"/107 cm) *Mobility Access:* Enter through standard queue. Proceed through access gate. Guests must navigate steps when boarding and disembarking the raft. Separate loading area and transfer device available. Lightning Lane available for selection with Disney Genie+ only.

27 Soarin' (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue Lightning Lane available for selection with Disney Genie+ only.

Disney Dining

NN Smokejumper's Grill

OO Refreshment Point *hosted by Coca-Cola®.*

PARADISE GARDENS PARK

Attractions

20 Silly Symphony Swings (Minimum height 40"/102 cm) *Mobility Access:* Enter through entrance to the RIGHT of standard queue. Take elevator to second level.

21 Goofy's Sky School (Minimum height 42"/107 cm) *Mobility Access:* Enter through standard queue. Lightning Lane available for selection with Disney Genie+ only.

22 Jumpin' Jellyfish (Minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue.

23 Golden Zephyr *Mobility Access:* Enter through standard queue. Transfer access vehicle available.

24 The Little Mermaid ~ Ariel's Undersea Adventure *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available.

Disney Dining

JJ Bayside Brews

KK Boardwalk Pizza & Pasta

LL Paradise Garden Grill

MM Corn Dog Castle

LEGEND

Assistive Listening: Device available at Guest Relations

ATMs Presented by Chase

Audio Description: Device available at Guest Relations

Automated External Defibrillators

Baby Care Center

Closed Captioning

Companion Restroom

Disney Characters (times vary)

Disney Vacation Club® Discovery Desk

First Aid\* Presented by AdventHealth

Guest May Remain in Wheelchair/ECV

Guest Must be Ambulatory

Guest Must Transfer from ECV to Wheelchair

Guest Must Transfer from Wheelchair/ECV

Handheld Captioning: Device available at Guest Relations

Height Requirement

Information Center Guest Relations

Lightning Lane Attraction Entry Available for selection with Disney Genie+ Service or a la carte purchase (Subject to availability)

Locker Rentals

Mobile Food & Beverage Ordering

Package Check Service

Physical Considerations

Picnic Area

Pre-charged Battery Kiosk

Reservations Accepted

Resort Lost and Found

Restrooms

Service Animal Relief Area

Sign Language Schedule at Guest Relations

Single Rider Service (Subject to availability)

Stroller Rentals

The seating and restraints of this attraction may prohibit Guests of certain body shapes or sizes from riding

Wheelchair Rentals

Complimentary wireless high-speed Internet access (Wi-Fi) is available in select areas of both Disneyland® Resort theme parks, Downtown Disney® District, and the Esplanade. AT&T is the official wireless sponsor of the Disneyland® Resort.

\*Emergency services available by calling 911.